

EDITED TASK LISTING

CLASS: Management Services Technician

NOTE: Each position within this classification may perform some or all of these tasks.

1.	Analyze various written and numerical monthly, quarterly, and annual data collected for various reasons to ensure compliance and that appropriate, accurate and clear data is being relayed in all reports in accordance with program guidelines, policies and procedures, and to comply with State and Federal law requirements, under direction of the supervisor/manager.
2.	Attend and record various meetings (e.g., staff, safety, etc.) to represent the department and ensure communication and information is dispersed utilizing knowledge of basic English, electronic mail, memo writing, written and verbal communication skills, under the direction of the supervisor/manager and/or on an as needed basis.
3.	Compose, prepare, and type written material/correspondence regarding various areas requiring a high degree of confidentiality, to ensure accuracy and to communicate with various levels of departmental personnel, customers, and outside agencies utilizing basic English, personal knowledge, and computer/word processing skills, under direction of supervisor/manager.
4.	Research, audit, organize, and gather preliminary information (e.g., set up interviews, research guidelines, determine eligibility of customers, etc.) from various resources (e.g., departmental guidelines, correspondence, files, personnel, etc.) in order to respond to written and verbal inquiries from various levels of departmental personnel, other agencies, and/or customers using critical thinking skills, departmental guidelines, laws, rules, and regulations, under direction of supervisor/manager and/or on an as needed basis.
5.	Coordinate and schedule various meetings (e.g., task force, subcommittee, staff, public hearings, pre-bid conferences, bid and proposal openings, etc.), conferences, and workshops, to ensure meetings are conducted efficiently and to assist manager in the sharing of information, utilizing organizational skills (e.g., room scheduling, equipment gathering, etc.), written and verbal communication skills, knowledge of basic English, computer scheduling software, and electronic mail, under the direction of the supervisor/manager and/or on an as needed basis.

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6.	Serve on various departmental committees (e.g., Health/Safety Committee, product development committees, personnel committees, etc.) as office representative to ensure department's goals and objectives are met utilizing personal knowledge, verbal communication skills, and team-building skills, under the direction of the supervisor/ manager.
7.	Assess, monitor, and prioritize daily workload (e.g., court dates and times, complaint jurisdiction, type and need for analysis, extent of compliance with applicable provisions of the State laws and regulations, who should respond, ensuring due dates are met, reportable/non-reportable status, etc.) in order to determine action needed and notify appropriate offices, other agencies, customers, and/or staff utilizing State, Federal, and departmental guidelines, and rules, laws, and regulations, as required.
8.	Develop and maintain various filing/tracking systems (e.g., sales orders, invoices, personnel files, correspondence, etc.) to ensure compliance with records management policy and procedures, to keep the information organized, timely, and accessible, and to ensure that appropriate and accurate documentation is submitted to Headquarters and/or the State Archives/Records Management Center utilizing organizational skills, personal knowledge, computer skills, basic English, and basic math, on an as needed basis.
9.	Develop, coordinate, maintain and perform general office support functions (e.g., order supplies, equipment, and software; track workload, attendance, and leave credits; assist in the hiring process; open, date stamp, and distribute mail; make travel arrangements, prepare itineraries, and complete travel expense claim forms for staff, etc.) in order to maintain office's organization utilizing computers, organizational skills, written/verbal communication skills, as needed and/or under the direction of their supervisor/manager.

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10.	Change, type, maintain, develop, and disseminate various procedures and policies in order to ensure accuracy and consistency of existing policies and procedures throughout the department, using established guidelines, laws, rules, regulations, department policies, and computers/word processing, basic English skills, knowledge of the job and organization, critical thinking skills, and written communication skills, under the direction of the supervisor/manager.
11.	Enter, update, and maintain a database with various written and numerical monthly, quarterly, and annual data collected for tracking/report purposes to ensure appropriate, accurate and clear data is being entered into database utilizing basic computer skills (e.g., departmental databases, word programs, etc.), proofreading skills, departmental guidelines, basic math skills, and Federal and State law requirements, on an as needed basis.
12.	Create, develop, and enhance various databases to ensure data is stored in an efficient and accessible manner utilizing advanced computer skills (e.g., word programs, Excel, Access, etc.), proofreading skills, departmental guidelines, basic math skills, and Federal and State law requirements, for the purpose of tracking data (e.g., project status, assignments, correspondence, mailing lists, etc.) on an as needed basis.
13.	Communicates in a professional and effective manner with others (e.g., co-workers, supervisor, program, outside agencies and public, inmates, etc.) utilizing tact and interpersonal skills to establish and maintain effective working relationships in all situations.
14.	Delivers effective oral presentations (e.g., training, etc.) to management, customers, and staff utilizing Powerpoint, projectors, verbal communication skills, public speaking skills, lesson plans, and written information/handouts under direction of the supervisor/manager.

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15.	Prepare presentations on various topics (e.g., training, litigation, class action lawsuits, personnel issues, orientations, etc.) in order to inform staff about policies and procedures utilizing departmental guidelines/information, and various computer software programs (e.g., PowerPoint, word programs, etc.), under direction of the supervisor/manager.
16.	Liaison with the public, staff, and/or other governmental agencies (e.g., legislators, State Compensation Insurance Fund adjusters, attorneys, counselors, physicians, Psychiatric Services, etc.) by providing information requested, forms required, and/or guidance, and following-up regarding various information in order to resolve issues at the lowest level using forms, computer skills, personal knowledge, written and verbal communication skills, departmental policies, laws, rules, and regulations, tact and interpersonal skills, on an as needed basis.
17.	Prepare, develop, and provide less complex tracking and statistical reports with written analysis in order to inform management of status of various programs and projects (e.g., contracts, budgets, complaints, litigation, adverse actions, appeals, personnel actions, etc.) utilizing computers, math, written communication skills, and analytical skills, under the direction of the supervisor/manager.
18.	Receive and process various documents (e.g., correspondence, court documents, invoices, purchase orders, quotes, personnel action requests, etc.) to ensure efficient and timely processing, utilizing organizational skills, training, and personal knowledge, on an as needed basis.
19.	Receive, take messages, and refer telephone calls to the appropriate staff and/or outside agencies regarding various issues (e.g., State Personnel Board hearing interviews, stipulations, Requests for Discovery, legal counsel and settlement conferences, Appeals, Medical, private attorneys, Attorney General's Office, litigation, work incentive issues, etc.) in order to ensure that incoming questions are answered appropriately utilizing verbal communication skills, personal knowledge, directories, etc. on an as needed basis.

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20.	Serve legal documents (e.g., adverse action and relevant documents, subpoenas on State's and appellant's witnesses, etc.) to staff or inmates in a timely manner in order to ensure the judicious process of law using appropriate forms, interpersonal skills, assertiveness, and confidentiality, under the direction of the supervisor/manager.
21.	Earn and keep respect of inmates, co-workers, and supervisors in order to have a productive and harmonious work environment utilizing tact, interpersonal skills, and written and verbal communication skills, on a daily basis.
22.	Supervise and train inmate clerks to perform various clerical functions and other duties utilizing supervisory skills, written and verbal communication skills, and interpersonal skills, in order to reduce recidivism, increase employability, earn pay, fulfill Inmate Work Incentive Training Program, and carry out the functions of the office, on a daily basis.
23.	Interpret laws, rules, regulations and departmental policies and procedures etc. in order to gain an understanding and appropriately apply them to issues in the work environment utilizing critical thinking skills, analytical skills, on-the-job training, and personal knowledge, under the direction of the supervisor/manager and/or on an as needed basis.
24.	Take the initiative to identify problems and issues in order to resolve them at the lowest level using personal knowledge, analytical skills, departmental policies and procedures, and written and verbal communications, etc. on an as needed basis.

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